1 Introduction

Welcome

The Ericsson CG 2400 PC Cordless Phone System is a combination of hardware and software that you can use to control and route incoming communications (phone, fax, and email) and simplify outgoing communications through such features as speech-activated dialing. The main components are:

- The base station, which connects your public telephone service to your PC and interfaces between the phone lines, the PC, and the handset.

- The CyberGenie@Work software application, which provides an interface through the PC for the entire system.

- A handset that works like a cordless phone, from which you can receive and originate calls.

The CG 2400 System uses 2.4 GHz Digital Spread Spectrum technology, which means that the quality of sound is as good as that of conventional phones, and no one can eavesdrop on your calls.

About CyberGenie

Ericsson's CyberGenie technology provides a *virtual personal assistant*, an interactive way to access and control incoming and outgoing communications.

CyberGenie can greet your callers, route calls based on user-defined "rules" and caller voice response, and store incoming messages.

CyberGenie also lets you interact with many system features from the handset keypad or with voice commands.

Interacting with the System

There are several ways you can interact with the system:

Use CyberGenie from the handset
When you press the [CG] key on the handset, you are accessing the speech user interface. CyberGenie will ask *Who would you like to call?*

If you give CyberGenie the name of a contact or another user that has been set up for speech recognition, it will dial the number for you.

If you answer with "CyberGenie," you start at the first level of speech menu options. CyberGenie walks you through the options available. As you become familiar with the options, you can use speech or keypad shortcuts to quickly access functions.

Use the handset keypad options
Many of the options available by speech interface are also available by pressing a key on the handset keypad.

Use the handset display menu
From the handset, you can access various menu options by pressing the [⬇]or[⬆] keys on the handset. Menu options will display, and you can move through the options with the [⬇]or[⬆] keys, select an option with the [YES] key, or move back up a level in the menu with the [NO] key.

Use the PC
From the PC, you can set up users and contact information, set up other system information, track and manage calls, and more.

This Guide

This guide gives you the information you need for the full setup and use of your CG 2400 PC Phone System. Use it as a learning tool by going through the entire manual in sequence, or use it for reference on specific features and procedures.

Chapter 1: Introduction
Provides a quick overview of the system's features and capabilities, including a key word list that defines basic terms used in this guide.

Chapter 2: Installation
Covers basic installation. To get started quickly, refer to the *Quick Installation* sheet that came with your CG 2400 system; use "Chapter 2: Installation" as needed for more detailed information.

Chapter 3: The User Interface
Shows the different ways you can interact with the CG 2400 system.

Chapter 4: Full System Configuration
Details how to further customize your system. It covers procedures for recording outgoing messages from the computer, adding users and handsets to the system, and other features.

Chapter 5: System Administration
Provides procedures for using the system from the PC, including monitoring calls and updating your online phonebook.

Chapter 6: Unified Messaging
Provides procedures for message retrieval and for changing various outgoing messages when not at the PC.

Chapter 7: Calls from the Handset
Covers how to handle incoming and outgoing calls, how to store numbers in your handset, and the ways a call can be manipulated from the handset.

Chapter 8: Handset Customization
Provides procedures for customizing the handset, and addresses additional handset features.

Chapter 9: Appendices
Contains additional information about your system, and a troubleshooting guide.

You can also use the *Handset Quick Reference* for procedures specific to the handset.

The User

This system is designed for the small office or home office user, for the busy household where teenagers and their parents rival for phone time, or for the user who enjoys new technologies.

System administrator One person should be responsible for setting up and maintaining the CG 2400 system and data on the computer. This person would be the *system administrator* in charge of:

- Installing the software

- Connecting the hardware

- Configuring the system fully

- Setting up new handsets and users

- Managing the system from the PC

With this guide, anyone with a working knowledge of Windows 98 can do the system administrator job.

Handset user Once the system is installed, anyone who can use a cordless telephone can use a CyberGenie handset. Basic handset procedures are described in the *Handset Quick Reference*. Detailed procedural information is also available in this guide.

Key Words

Take a few minutes to familiarize yourself with the following terms:

Telephony This term was first used when telephones were invented to describe the industry that grew up around the telephone. More recently, this term has been put to new use in reference to technologies that integrate personal computers and telephones. Telephony not only covers calls coming in or out, but also such features as caller ID, integrated messaging, and automatic speech recognition.

Auto attendant A feature in an automated telephony system that answers and directs incoming calls, usually with user interaction.

Automatic speech recognition (ASR) A technology that allows a computer to recognize and respond to spoken commands.

CyberGenie Your *virtual personal assistant.* This is the voice a caller hears when phoning in, or the user hears when checking messages or accessing a speech-activated feature through the handset. CyberGenie combines auto attendant features with other advanced speech recognition command features that greet and direct incoming calls *and* provide the CyberGenie user with an interactive speech interface to many system features. Unlike some earlier ASR technology, you do not have to "train" CyberGenie to understand your voice.

CyberGenie@Work The software that drives your Ericsson telephony system.

CyberGenie@Work server The application that runs CyberGenie@Work in the background. It loads automatically when you start your PC and must remain up and running for your CG 2400 system to operate fully.

CyberGenie@Work application The software user interface. This can be closed without shutting down the server.

Base station The hardware that receives and processes call information, then passes it on to CyberGenie@Work.

Handset The device that serves as a cordless phone as well as a link between you and CyberGenie.

CG 2400 system The complete Ericsson small office or home office PC telephony system. The basic components of the CG 2400 are the base station, a handset, and the CyberGenie@Work software.

User Anyone who is set up in CyberGenie@Work to receive voicemail or use a handset.

External call A call that comes in or goes out via your local phone company.

Internal call A call made from one handset to another.

Caller Someone calling in to the CG 2400 system from an external phone line.

CyberGenie session The interaction between a user and CyberGenie through a handset or remote phone.

Call session	Any call activity is referred to as a call session. It can be a CyberGenie session, an external call or an internal call.
Air channels	A single call session uses one or two air channels, depending on the nature of the call. For example, an external call (incoming or outgoing) uses a single channel. A call from a handset to CyberGenie also uses a single air channel. Calls between two handsets, however, use two air channels, one for each handset.
Subscribe	To register a handset to work with the CyberGenie base station. The base station will interact only with a handset that has been subscribed.
Assign	To provide a specific user with access to a specific handset.
MAPI	Messaging Application Programming Interface, MAPI is a Microsoft standard for messaging software that allows different types of message information (email, voicemail, contact lists, etc.) to interact through a common interface.
Unified messaging	A way of accessing all your messages (voice, fax, or emails) from a single source. It includes such features as text-to-speech, which converts email text into a format that you can listen to when checking messages by phone.
Full function mode	When your PC is on with CyberGenie@Work running, the system is in full function mode.
Standalone mode	If the PC must be turned off, the system can still run in standalone mode, which lets you place and receive external calls, but without additional system features.

System Overview

The CG 2400 system turns your computer into a multi-featured phone system. Not only does it answer and route incoming calls, it also notifies you when you have voicemail, emails and faxes.

A key system component is the DG 200 Handset. When a call comes in, CyberGenie will notify you and display the caller's ID[1], if available, giving you the option of taking the call or letting the call go to voicemail.

When an email comes in, CyberGenie's text-to-speech feature lets you listen to your email on the spot without having to return to your computer.

And while your handset will not display a full fax message, it can let you know when a fax comes in and the number from which it originated.

The CG 2400 system can support up to 10 handsets and 20 mailbox users. You can use the handsets not only to make external calls but also to place internal calls from one handset user to another. And you can use your handset to call your virtual personal assistant, CyberGenie, to check messages, place calls, or leave reminders for yourself.

With CyberGenie, you can also make use of an advanced automatic speech recognition (ASR) technology that allows you to perform many of the telephony functions available through interactive "conversations" with CyberGenie. CyberGenie follows your verbal instructions for such tasks as placing a call, retrieving your messages, or recording new outgoing messages.

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1. Requires CID service from the phone company.

Key Features

Advanced Telephony

- CyberGenie answers calls and, using ASR or touchtones, determines where to route the call (to which user or mailbox).

- It also supports caller ID on the handset for incoming external calls (if provided by your local phone company).

- You can set up different caller greetings for business and non-business hours. Each supported phone line can have a different greeting.

- The CG 2400 system supports three-way conference calling.

- It can log all incoming and outgoing calls for whatever period you designate.

- You can view all active call information from the PC.

- Frequently used phone numbers can be downloaded from your PC to your handset.

Unified Messaging

- The CG 2400 system provides message notification at the handset or remotely.

- It provides remote message retrieval.

- Voice, email and fax messages can be retrieved from a single source.

Speech Recognition and Text-to-Speech

- In addition to interacting with the system by computer or the handset keypad, many features can be used through CyberGenie speech activation by speaking into the handset microphone.

- Many handset features are speech-menu driven, which means you can start using CyberGenie and your handset immediately. Once you are familiar with the basic features, it's easy to learn the speech or keypad shortcuts.

- CyberGenie provides a text-to-speech interface that allows you to listen to emails.

Outlook and MAPI-compliant Integration

- You can set up your phone book using the CyberGenie@Work Contacts feature, or use it with MAPI-compliant programs such as Microsoft® Outlook or Windows Messaging Service.

- You can use the speech-activated dialing feature to place a call by speaking the contact's name into the handset.

- When used with Microsoft Outlook, you can use Outlook rules to send inbound emails and faxes to personal subfolders.

- When used with Microsoft Outlook, the CG 2400 system supports multiple email accounts.

System Security

The system provides multiple levels of security:

- The system PIN (personal identification number) can control access to all system configuration, including recording customized messages.

- The user PIN can control access to a specific user's voicemail.

- The handset PIN can control access to a specific handset.

General Specifications

- Maximized outdoor range is 900 feet. (Obstacles such as walls or partitions can reduce the range, so the average indoor range is about 150 feet.)

- DG 200 Handset provides 15 hours of talk time or 100 hours of standby between charges.

- A single base station can support up to two analog phone lines.

- The CG 2400 system supports up to 10 handsets.

- It supports up to 20 users with voicemail.

- Hands-free headset operation is also available with an optional headset (not included).

- CyberGenie allows up to six simultaneous active handsets. This could be up to two external calls, one internal call between two handsets, and two CyberGenie sessions, or three internal calls (each using two handsets).

General Precautions

- To avoid interference, do not place the DA 202 Base Station or use the DG 200 Handset near audio or video equipment or microwave devices.

- Avoid exposing the handset to direct sunlight for long periods. Keep the handset away from excessive heat and moisture.

- It is illegal to have the handset switched on when in an aircraft.

- Do not use the handset in the vicinity of refueling points, fuel depots, or chemical plants, or when blasting operations are in progress.

- Medical electronic products (for example, hearing aids and heart pacemakers) may not be adequately shielded, and could be affected. Please consult your doctor if in doubt.

In the Event of Power Failure

This equipment is not designed for making emergency calls when the power fails. Alternative arrangements should be made for accessing emergency services.

NOTE: The handset does not function with discharged batteries. If there is a power failure and no backup power source is available, all functions through the PC, the base station, and the handset are lost. However, even without power, you can still use the external phone line by disconnecting the CG 2400 system phone line from the wall socket and reconnecting an analog phone.